EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	3	(mnemonic$4 with relat$3 with (telephone adj number$1)) and (generat$3 or provid$3 or offer$3 or subscrib$3 or request$3 or order$3)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:45
L2	3	(mnemonic$4 with relat$3 with (telephone adj number$1))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:05
L3	0	2 not 1	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:05
L4	64	(mnemonic$4 with (telephone adj number$1))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:05
L5	56309	(telephone adj number$1) and (generat$3 or provid$3 or offer$3 or subscrib$3 or request$3 or order$3)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:14
L6	61	4 and 5	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:06
L7	58	6 not 2	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:06
L8	1131	379/201.01	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:14
L9	660	379/201.01.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:14
L10	5102	705/1.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:43
L11	5758	9 or 10	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:14

EAST Search History

L12	0	(mnemonic$4 with relat$3 with (telephone adj number$1)) and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:15
L13	1	(mnemonic$4 with (telephone adj number$1)) and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:44
L14	91	705/500.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:44
L15	5822	9 or 10 or 14	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:44
L16	0	(mnemonic$4 with (telephone adj number$1)) and 14	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:44
L17	41	9 or 10 or 14	EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:44
L18	0	(mnemonic$4 and (telephone adj number$1)) and 17	EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:45
L19	0	mnemonic$4 and 17	EPO; JPO; IBM_TDB	OR	ON	2006/05/19 14:45

Welcome to DialogClassic Web(tm)

```
 Dialog level 05.11.05D
Last logoff:  04may06 16:00:09
Logon file405 19may06 13:19:12
          *** ANNOUNCEMENTS ***
                    ***
NEW FILES RELEASED
***Regulatory Affairs Journals (File 183)
***Index Chemicus (File 302)
***Inspec (File 202)

RESUMED UPDATING
***File 141, Reader's Guide Abstracts
                    ***
RELOADS COMPLETED
***File 516, D&B--Dun's Market Identifiers
***File 523, D&B European Dun's Market Identifiers
***File 531, American Business Directory
*** MEDLINE has been reloaded with the 2006 MeSH (Files 154 & 155)
*** The 2005 reload of the CLAIMS files (Files 340, 341, 942)
is now available online.
                                    ***
DATABASES REMOVED
***File 196, FINDEX
***File 468, Public Opinion Online (POLL)
 Chemical Structure Searching now available in Prous Science Drug
Data Report (F452), Prous Science Drugs of the Future (F453),
IMS R&D Focus (F445/955), Pharmaprojects (F128/928), Beilstein
Facts (F390), Derwent Chemistry Resource (F355) and Index Chemicus
(File 302).
                    ***
 >>>For the latest news about Dialog products, services, content<<<
 >>>and events, please visit What's New from Dialog at <<<
 >>>http://www.dialog.com/whatsnew/.  You can find news about<<<
 >>>a specific database by entering HELP NEWS <file number>.<<<
HILIGHT set on as ' '
>>>100 is not in the range between 1 and 50, original value 30 is used.
IGOR705 is set ON as an alias for
2,9,15,16,20,35,65,77,99,148,160,233,256,275,347,348,349,474,475,476,583,6-
10,613,621,624,634,636,810,813
IGORMEDIC is set ON as an alias for
5,34,42,43,73,74,129,130,149,155,442,444,455
IGORINSUR is set ON as an alias for 169,625,637
IGORBANK is set ON as an alias for 139,267,268,625,626
IGORTRANS is set ON as an alias for 6,63,80,108,637
IGORSHOPCOUPON is set ON as an alias for 47,570,635,PAPERSMJ,PAPERSEU
IGORINVEN is set ON as an alias for 6,7,8,14,34,94,434
IGORFUNDTRANS is set ON as an alias for 608
 * * *
SYSTEM:HOME
                    *** DIALOG HOMEBASE(SM) Main Menu ***

 Information:
  1.  Announcements (new files, reloads, etc.)
  2.  Database, Rates, & Command Descriptions
  3.  Help in Choosing Databases for Your Topic
  4.  Customer Services (telephone assistance, training, seminars, etc.)
  5.  Product Descriptions

 Connections:
```

```
  6.  DIALOG(R) Document Delivery
  7.  Data Star(R)

    (c) 2003 Dialog, a Thomson business.      All rights reserved.

      /H = Help            /L = Logoff          /NOMENU = Command Mode


Enter an option number to view information or to connect to an online
 service.  Enter a BEGIN command plus a file number to search a database
(e.g., B1 for ERIC).
?

B IGOR705
>>>          77 does not exist
>>>         233 does not exist
>>>2 of the specified files are not available
       19may06 13:21:59 User268082 Session D79.1
            $0.00    0.326 DialUnits FileHomeBase
     $0.00  Estimated cost FileHomeBase
     $0.80  INTERNET
     $0.80  Estimated cost this search
     $0.80  Estimated total session cost   0.326 DialUnits

SYSTEM:OS  - DIALOG OneSearch
  File   2:INSPEC 1898-2006/May W1
         (c) 2006 Institution of Electrical Engineers
  File   9:Business & Industry(R) Jul/1994-2006/May 18
         (c) 2006  The Gale Group
  File  15:ABI/Inform(R) 1971-2006/May 19
         (c) 2006 ProQuest Info&Learning
  File  16:Gale Group PROMT(R) 1990-2006/May 19
         (c) 2006 The Gale Group
  File  20:Dialog Global Reporter 1997-2006/May 19
         (c) 2006 Dialog
  File  35:Dissertation Abs Online 1861-2006/Apr
         (c) 2006 ProQuest Info&Learning
  File  65:Inside Conferences 1993-2006/May 19
         (c) 2006 BLDSC all rts. reserv.
  File  99:Wilson Appl. Sci & Tech Abs 1983-2006/Apr
         (c) 2006 The HW Wilson Co.
  File 148:Gale Group Trade & Industry DB 1976-2006/May 19
         (c)2006 The Gale Group
  File 160:Gale Group PROMT(R) 1972-1989
         (c) 1999 The Gale Group
  File 256:TecInfoSource 82-2006/Jun
         (c) 2006 Info.Sources Inc
  File 275:Gale Group Computer DB(TM) 1983-2006/May 18
         (c) 2006 The Gale Group
  File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)
         (c) 2006 JPO & JAPIO
  File 348:EUROPEAN PATENTS 1978-2006/ 200619
         (c) 2006 European Patent Office
 *File 348: For important information about IPCR/8 and forthcoming
changes to the IC= index, see HELP NEWSIPCR.
  File 349:PCT FULLTEXT 1979-2006/UB=20060518,UT=20060511
         (c) 2006 WIPO/Univentio
 *File 349: For important information about IPCR/8 and forthcoming
changes to the IC= index, see HELP NEWSIPCR.
  File 474:New York Times Abs 1969-2006/May 19
```

```
        (c) 2006 The New York Times
  File 475:Wall Street Journal Abs 1973-2006/May 19
        (c) 2006 The New York Times
  File 476:Financial Times Fulltext 1982-2006/May 20
        (c) 2006 Financial Times Ltd
  File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
        (c) 2002 The Gale Group
 *File 583: This file is no longer updating as of 12-13-2002.
  File 610:Business Wire 1999-2006/May 19
        (c) 2006 Business Wire.
 *File 610: File 610 now contains data from 3/99 forward.
Archive data (1986-2/99) is available in File 810.
  File 613:PR Newswire 1999-2006/May 19
        (c) 2006 PR Newswire Association Inc
 *File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.
  File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 19
        (c) 2006 The Gale Group
  File 624:McGraw-Hill Publications 1985-2006/May 19
        (c) 2006 McGraw-Hill Co. Inc
 *File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more
  File 634:San Jose Mercury  Jun 1985-2006/May 18
        (c) 2006 San Jose Mercury News
  File 636:Gale Group Newsletter DB(TM) 1987-2006/May 18
        (c) 2006 The Gale Group
  File 810:Business Wire 1986-1999/Feb 28
        (c) 1999 Business Wire
  File 813:PR Newswire 1987-1999/Apr 30
        (c) 1999 PR Newswire Association Inc

      Set  Items  Description
      ---  -----  -----------
?

S (MNEMONIC???? (S) RELAT???  (S)  (TELEPHONE (W) NUMBER?)) AND (SUBSCRIBER? OR CUST
Processing
Processing
Processing
Processing
Processed  10 of  27 files ...
Processing
>>>File 349 processing for NUMBER? stopped at NUMBERSCORRESPONDTOTHOSEOF238
  PIB2V
>>>File 349 processing for USER? stopped at USERLNPUTDISCRETELL
Processing
Processed  20 of  27 files ...
Processing
Completed processing all files
          16263  MNEMONIC????
       15016558  RELAT???
        5061147  TELEPHONE
       18405322  NUMBER?
             13  MNEMONIC????(S)RELAT???(S)TELEPHONE(W)NUMBER?
        1583836  SUBSCRIBER?
       13590319  CUSTOMER?
        8013411  USER?
        8403881  CONSUMER?
      S1      11  (MNEMONIC???? (S) RELAT???  (S)  (TELEPHONE (W) NUMBER?))
                  AND (SUBSCRIBER? OR CUSTOMER? OR USER? OR CONSUMER?)
```

?

T S1/3,K/1-11

1/3,K/1 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

02816391
New HP Emulation Probe and Module Support Motorola's PowerQUICC II Processor for Communications Industry
BUSINESS WIRE
September 15, 1998
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 741

... speed. Both the module and emulation probe are compatible with industry-leading debuggers. MIGRATION PACKAGE **Customers** who own an HP emulation probe or module for the PowerPC family can get a...

... with the source code that produced it; -- an HP system-performance-analysis tool set -- lets **users** profile and analyze system performance to identify software or hardware bottlenecks; and -- an HP serial-analysis tool set -- lets **users** view and acquire serial data streams to detect problems in peripheral communications systems. U.S...

... by calling 800/452-4844 ext. 6079. Please do NOT use editor-contact or corporate **telephone numbers** for sales information. Information in this release applies specifically to products available in the United...

1/3,K/2 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

06719263 SUPPLIER NUMBER: 14425310 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Create mnemonic phone numbers with FONEWORD. (free Windows 3.1 utility finds mnemonic words made from telephone numbers **) (includes** related **articles on obtaining utilities) (Utilities) (Column)**
Rubenking, Neil J.
PC Magazine, v12, n18, p367(7)
Oct 26, 1993
DOCUMENT TYPE: Column ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4296 LINE COUNT: 00318

...**mnemonic phone numbers with FONEWORD. (free Windows 3.1 utility finds mnemonic words made from** telephone numbers **) (includes** related **articles on obtaining utilities) (Utilities) (Column)**

...ABSTRACT: library file and several custom control files. FONEWORD is available in two versions, as some **users** will have Visual Basic already installed and some will not. **Users** of FONEWORD type a phone number numerically into a text box and press a button...
... given string of digits may well decode to more than one word. Indeed, from the **user** 's point of view this is highly desirable. For example, the string "22737" has 12...If a process takes more than a few seconds, a courteous program will let the **user** know how the task is progressing. Each of FONEWORD's list boxes is associated with...

...gauge once for each substring length from 1 to the original string's length.

The **user** can now see whether a process is half-done, nearly done, or barely started. If time is short, the **user** may want to stop the lengthy routine before it finishes. In FONEWORD, pressing the STOP...any other language, FONEWORD would have been a much bigger program. Code to handle its **user** interface and database would have to be designed, developed, and debugged. By contrast, database access...

...DLLs, and the programmer needs to write only the highest-level code to create the **user** interface out of standard elements.

This simplicity comes at a price, however. The database support...

...the current utility free of charge.

HOW TO JOIN ZIFFNET

To join ZiffNet, at the **USER** ID prompt, type 177000,5000. Then at the PASSWORD prompt, enter PC*MAGNET. Finally, at...

...like to have your company billed instead, call CompuServe at 800-848-8990.) Your personal **user** ID and a temporary password will be displayed. A new password will arrive in the...

...charge: Dial your local number; at the HOST NAME prompt, type CIS; and at the **USER** ID prompt, enter 60116,1. Then at the PASSWORD prompt, enter PCMAGUTIL.

MEMBERSHIP PRIVILEGES

Membership...

1/3,K/3 (Item 1 from file: 275)

01620825 SUPPLIER NUMBER: 14425310 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Create mnemonic **phone numbers with FONEWORD. (free Windows 3.1 utility finds** mnemonic **words made from** telephone numbers□) (includes□ related **articles on obtaining utilities) (Utilities) (Column)**

Rubenking, Neil J.

PC Magazine, v12, n18, p367(7)
Oct 26, 1993
DOCUMENT TYPE: Column ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4296 LINE COUNT: 00318

Create mnemonic **phone numbers with FONEWORD. (free Windows 3.1 utility finds** mnemonic **words made from** telephone numbers□) (includes□ related **articles on obtaining utilities) (Utilities) (Column)**

...ABSTRACT: library file and several custom control files. FONEWORD is available in two versions, as some **users** will have Visual Basic already installed and some will not. **Users** of FONEWORD type a phone number numerically into a text box and press a button...

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The **user** can now see whether a process is half-done, nearly done, or barely started. If time is short, the **user** may want to stop the lengthy routine before it finishes. In FONEWORD, pressing the STOP...any other language, FONEWORD would have been a much bigger program. Code to handle its **user** interface and database would have to be designed, developed, and debugged. By contrast, database access...

...DLLs, and the programmer needs to write only the highest-level code to create the **user** interface out of standard elements.

This simplicity comes at a price, however. The database support...

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...like to have your company billed instead, call CompuServe at 800-848-8990.) Your personal **user** ID and a temporary password will be displayed. A new password will arrive in the...

...charge: Dial your local number; at the HOST NAME prompt, type CIS; and at the **USER** ID prompt, enter 60116,1. Then at the PASSWORD prompt, enter PCMAGUTIL.

MEMBERSHIP PRIVILEGES

Membership...

1/3,K/4 (Item 1 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

01208555

Item exchange system and method

System und Verfahren zum Tauschen von Gegenstanden

Systeme et procede pour l'echange d'articles

PATENT ASSIGNEE:

NCR INTERNATIONAL INC., (1449480), 1700 South Patterson Boulevard, Dayton, Ohio 45479, (US), (Applicant designated States: all)

INVENTOR:

Woods, Sarah, Klipperke, Grosvenor Dock, Catliff Road, London SW1W 8QR, (GB)

LEGAL REPRESENTATIVE:

Williamson, Brian et al (84717), NCR Limited International Patent Department 206 Marylebone Road, London NW1 6LY, (GB)

PATENT (CC, No, Kind, Date): EP 1050834 A2 001108 (Basic)
EP 1050834 A3 020130

APPLICATION (CC, No, Date): EP 2000303836 000508;

PRIORITY (CC, No, Date): GB 9910508 990506

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS (V7): G06F-017/60

ABSTRACT WORD COUNT: 125

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200045	685
SPEC A	(English)	200045	2875

Total word count - document A 3560
Total word count - document B 0
Total word count - documents A + B 3560

...SPECIFICATION the offered item and desired items to present a greater range of options to the **user** . Also, the system can default to this operation when no matches are found between the...

...held in the exchange database, the details of the matched items are provided to the **user** so he/she can examine these. If one or more of the items are of...

...the input data and that of the items held in the exchange database. Alternatively, the **user** may select whether he/she wishes their details to be added to the exchange database...

...an image of an offered item for exchange so that this can be displayed to **users** of the system when a match is subsequently made between that item and one desired...

...to use. Hence the system is adapted to appeal to children.
In some instances, a **user** may not have decided on a particular item to offer for exchange or a particular...

...specific data in relation to the desired or offered items in the appropriate fields.. The **user** can arrange for this operation if desired by not defining the wanted item (e.g...be carried out. Otherwise, details of all items offered and desired will output to the **user** which may not be feasible in all cases. However, subject to database size limitations, the **user** may be able to browse through the database contents.
The system preferably comprises a network...

...number of ways (e.g. on the World Wide Web) it is possible that potential **users** will not have easy access to the relevant equipment/services. Consequently from a further aspect...
...be part of a network of geographically-displaced terminals. Where this is the case, the **user** may be offered to place a geographical limitation on the location of the wanted item so tat potential swap items that are too far away are not displayed to the **user** . A comparison request may be sent to a further terminal or terminals if no match...

...way of example, with reference to the accompanying drawings, in which:
Figure 1 shows a **user** interacting with a terminal;
Figure 2 is a flow chart of the operating steps taken...

...16 and the camera takes a still photograph of a tennis racket 18 that the **user** 10 is holding in front of the terminal. The steps taken by the terminal will...

...being offered to swap?" at step S12. Processing proceeds to step S14 at which the **user** is given the option to answer the question. While this may be by way of...

...a keyboard, speech recognition or handwriting recognition.
Processing proceeds to step S16 at which the **user** is asked "What would you like to swap your ..... for?". At step S18 the **user** is given the option to input the identity of the item which is desired. At step S20 the terminal requests contact details of the **user** . In response to this, at step S22, the **user** may give a telephone number, a textual message to anyone who matches his or her...

...to step S24 in which the terminal or system compares the item offered by the **user** (input at step S14) with wanted items from a database, which will be discussed with...

...the database, then processing proceeds to step S26 where a message is given to the **user** , such as "I am sorry, we have had no luck matching your request today but...

...contact details of the person whose offered and wanted items match those of the current **user** are published.

If no match is found then processing proceeds from step S32 to step...

...could swap your ..... for ..... and so on.

Processing proceeds to step S36 at which the **user** is asked if any of the items are of interest. If no, then processing proceeds to step S38 at which a message is given to the **user** such as "Your details have been stored for future reference" and processing ends at step S40.

If the **user** indicates that one or more of the items listed at step S34 are of interest...

...proceeds to step S34. The contact details for the item or items in which the **user** has expressed interest are then given as above. As an alternative to simple publication of...

...and/or leave a message for the person whose "item wanted" matches that of the **user** so that the **user** may ask further questions of that person. Once step S42 is completed, processing proceeds to...

...is a list of contact details relating to the items offered and items wanted. A **user** has stored a first request 1 which **user** offers a tennis racket and desires a pair of roller skates. This **user** has given a **telephone number** 0100 400900 as his contact details. A second **user** 2 is offering a heavy-metal T-shirt and desires a chemistry set. In order to contact this **user** , the contact details 44 given are that a message is left for Jack Brown. A third **user** 3 is offering a mountain bike in exchange for a video game and the contact...

...meeting with Eric at 10 O'clock on 7 March at the terminal. A fourth **user** is offering a basketball but has no specific wanted item in mind. Consequently, he has entered the **mnemonic** WHY? standing for What-Have-You? Consequently, the item wanted is not defined so the...

...step S24 (Figure 2) will automatically result in a match. By way of contact details, **user** 4 has given his address as 14 Acacia Avenue.

Figure 5 shows the screen 14 of a terminal together with a **user** 10 and the hand of a further **user** 10'. The **user** 10 is using a microphone (18, Figure 3) to leave an audio message at the terminal. The **user** 10' is using the touch-sensitive screen 14 to leave a hand-written message. As an alternative to these two message styles, **users** may also type a message using a keyboard or other text-entry techniques, provide a...

...techniques described with reference to Figure 5 but may only be accessed by a particular **user** 60 who has been identified by the person leaving the message. The message, in the...a network the postcard may be replaced by an e-postcard electronically addressed to a **user** or **users** care/of another terminal in the network.

Figure 8 shows a still further function of...

...CLAIMS system according to any preceding claim, wherein the further

comprising display means for advertising to **users** of the system.
10. A system according to any preceding claim, wherein the system comprises...

1/3,K/5 (Item 2 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS

00603250
Name translation in communications networks
Namensumwandlung in Kommunikationsnetzwerken
Translation de nom dans reseaux de communications
PATENT ASSIGNEE:
Fraser Research, Inc., (4476300), 62, Carriage House Road, Bernardsville, NJ 07924, (US), (Proprietor designated states: all)
INVENTOR:
Fraser, Alexander Gibson, Carriage House Road, Barnardsville, New Jersey 07924, (US)
LEGAL REPRESENTATIVE:
Harding, Richard Patrick et al (41295), Marks & Clerk, 4220 Nash Court, Oxford Business Park South, Oxford OX4 2RU, (GB)
PATENT (CC, No, Kind, Date): EP 606720 A2 940720 (Basic)
EP 606720 A3 950719
EP 606720 B1 040225
APPLICATION (CC, No, Date): EP 93309770 931206;
PRIORITY (CC, No, Date): US 999336 921231
DESIGNATED STATES: AT; BE; DE; ES; FR; GB; IT; NL; SE
INTERNATIONAL PATENT CLASS (V7): H04Q-003/47; H04M-003/42; G06F-015/16
ABSTRACT WORD COUNT: 215
NOTE:
Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	1184
CLAIMS B	(English)	200409	1054
CLAIMS B	(German)	200409	1067
CLAIMS B	(French)	200409	1236
SPEC A	(English)	EPABF2	5573
SPEC B	(English)	200409	5691
Total word count - document A			6758
Total word count - document B			9048
Total word count - documents A + B			15806

...SPECIFICATION As networks have grown more complex, it has become more and more worthwhile to give **users** of the networks techniques for reaching other **users** which are not dependent on the actual addressing mechanisms used in the networks. One example...

...Call Processing Method, issued March 4, 1980. The 800 number is not itself an actual **telephone number** , but instead represents an actual **telephone number** . When a telephone switch receives an 800 number, it sends a message with the 800 number to a network control point which contains a data base **relating** the 800 number to an actual **telephone number** . The network control point returns a message to the switch which contains the actual **telephone number** corresponding to the 800 number, and the switch then uses the actual number to set up the telephone call. The fact that the 800 number is not an actual **telephone number**

provides a high degree of flexibility: the number may be a **mnemonic** for the business which is using the 800 number, the business may change its actual **telephone number** without changing its 800 number, the 800 number may correspond to different actual **telephone numbers** in different parts of the country or at different times of day, and the 800 number may even correspond to more than one actual **telephone number** , with calls being divided among the actual **telephone numbers** according to a load balancing scheme.

Calls made using 800 numbers are already an important...

...quickly and with as little extra network traffic as possible.

The problem of making the **user** of a network independent of the addressing mechanisms actually employed in the network is of...

...context, a network address is a value used internally by the network to address a **user** of the network and a name is another value which is not itself a network...

...a name. Once the correspondence between the network address and the name is established, a **user** of the system can provide the network with a name and the network can translate...

...its corresponding network address and then use the network address to establish communications between the **user** and the desired destination.

The component of the network in which the correspondence between a...

...SPECIFICATION As networks have grown more complex, it has become more and more worthwhile to give **users** of the networks techniques for reaching other **users** which are not dependent on the actual addressing mechanisms used in the networks. One example...

...Call Processing Method, issued March 4, 1980. The 800 number is not itself an actual **telephone number** , but instead represents an actual **telephone number** . When a telephone switch receives an 800 number, it sends a message with the 800 number to a network control point which contains a data base **relating** the 800 number to an actual **telephone number** . The network control point returns a message to the switch which contains the actual **telephone number** corresponding to the 800 number, and the switch then uses the actual number to set up the telephone call. The fact that the 800 number is not an actual **telephone number** provides a high degree of flexibility: the number may be a **mnemonic** for the business which is using the 800 number, the business may change its actual **telephone number** without changing its 800 number, the 800 number may correspond to different actual **telephone numbers** in different parts of the country or at different times of day, and the 800 number may even correspond to more than one actual **telephone number** , with calls being divided among the actual **telephone numbers** according to a load balancing scheme.

Calls made using 800 numbers are already an important...

...quickly and with as little extra network traffic as possible.

The problem of making the **user** of a network independent of the addressing mechanisms actually employed in the network is of...

...context, a network address is a value used internally by the network to address a **user** of the network and a name is another value which is not itself a network...

...a name. Once the correspondence between the network address and the name is established, a **user** of the system can provide the network with a name and the network can translate...

...its corresponding network address and then use the network address to establish communications between the **user** and the desired destination. The component of the network in which the correspondence between a...

1/3,K/6 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

01026596 **Image available**
METHOD AND SYSTEM FOR STORAGE AND USE OF INFORMATION
PROCEDE ET SYSTEME DE STOCKAGE ET D'UTILISATION D'INFORMATIONS
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Detailed Description
Claims

English Abstract
...21). The central server (21) is arranged for: making a personal contact file for a **user** in the database (22); storing information in the personal contact file; associating a unique contact...

Detailed Description
... most up to date information. Also, a present address book provides a consultation function: a **user** looks up a telephone number or e-mail address, and then has to key in ...number) or a letter combination (easily rememberable word (mnemonic)) and tries to find a corresponding **telephone number** in a number file or a name file. This provides a more simple access to a local address book, but does not provide a solution to the above mentioned problems **relating** to use and storage of

information.

The present invention seeks to provide a method and...contact information, is provided, comprising the steps of making a personal contact file for a **user** at a centrally accessible location, storing information in the personal contact file, associating a unique...third party may be required to authorise the addition of its contact information to a **user** 's personal contact file, e.g. by requiring additional authentication schemes.

The third party information...finther embodiment, the method comprises the further steps of receiving a first code from a **user** , accessing the personal contact file associated with the **user** , matching the first code with the first codes in the personal contact file, providing thethe personal contact file and provided to the **user** . When more than one infonnation matches with the first code entered, the **user** may be presented with a choice option to select one of the matches.

1 0...

...further steps of receiving a selection of a communication type requested (as selected by a **user**), and establishing a communication link associated with the selected communication type between the **user** and the third party. In this way, a **user** of the present ...effective manner, using only the first code to obtain the communication link with the other **user** .

The first code may comprise a number representation of a name code which is easy...telephone number, mobile telephone number, facsimile number, e-mail address, ICQ-address, physical address. A **user** 3 ...server, and the central server being arranged for making a personal contact file for a **user** in the database, storing information in the personal contact file, 5 associating a unique contact...of a use of the present invention in mobile telephony.
The present invention allows a **user** to ...this unique contact number and in combination with possible ffirther authentication mechanisms (described below), the **user** who has registered can access all his personal contact information 13.

Fig. 2 shows a...its turn is connected to a database 22. The network is also accessible for a **user** by means of various systems. E.g., a **user** may contact the central server 21 using a mobile telephone 23, via a wireless connection...

...base station 24, which is connected (directly or indirectly) to the network 20. Alternatively, a **user** may access the server 21 using a fixed telephone apparatus 25 by means of a switch 26, which is connected (directly or indirectly) to the network 20. Also, a **user** may connect to the central server 21 using a personal computer ...person skilled in the art, it will be clear that more possibilities exist for a **user** to make contact with the central server 20. Also, it will be clear that the...

...form each other.

Personal contact information 13, as discussed above, may be stored by a **user** of the present method and system at a central location (the database 22). For this, the **user** has to contact the central server 21 (using a suitable means as discussed above). To access his personal file with contact information 13, the **user** has to enter his personal contact number IO. When using the embodiment discussed above, this...

...to perform further authentication, e.g. by requesting a PIN or the like. Also, the **user** may e.g. be identified and/or authenticated using ...an Intelligent Voice Response system when being contacted via telephone 23, 25, or a graphical **user** interface when contacted using a personal computer 27.

Personal contact information from others (indicated by...and possibly by a further authentication key, indicating that 0 the third party allows the **user** to add the third party information to the **user** 's personal contact file. When a **user** contacts the central server 21 and indicates that he wishes to add a third party...

...IO of the third party. The central server 21 will then have already authenticated the **user** and accessed the associated ...in the database 22, the central server 21 will add the contact information to the **user** 's personal file.
This may be simply achieved by copying the information 13 of the third party and append that information to the file of the **user** . However, it is advantageous to use a relational link to the entry of the third... result, information 13 of a specific person will always be up to date for every **user** of the 0 present method and system. In stead of sending a large number ofas stored in a **user** 's file, by only using the first code 1 1 which is easily to remember.

For accessing the authorised information on third parties, the **user** now only has to enter the first code I 1 of the contact number. The...

...the first code I I with the contact information in the personal file of the **user** in the database 22. The central server 21 may be arranged ... embodiment, the central server 21 is arranged to provide the selected communication path. When the **user** e.g. selects to make a telephone call with a third party ('PAUWEN'), the central...stick, tick and mail embodiment of the present invention provides the ffirther advantage that a **user** only has to pay when the letter is posted, a **user** does not have to buy any ...relevant code. Further advantages include that a receiver can block unwanted mail, and that a **user** can send his mail from anywhere without carrying an address book, and without having to...
...in Fig. 4. Fig.4 depicts two telecommunication networks 41, 46, in which a first **user** , located in a first country 40, uses a landline telephone 42 or mobile telephone 43 to contact a second **user** on mobile telephone 45 in a second country 44. A second **user** carries a mobile phone 45 which is normally used in the first country 40, which...

...mobile telephone 48 having mobile network 46 as its home network without informing the first **user** of the telephone number of mobile telephone 48. If a connection is established between mobile telephone 43 and mobile telephone 45, the second **user** is charged for the roaming fees between networks 41 and 46.

With the present method, these roaming charges could be avoided. The second **user** would change the mobile phone number in information 13 from the number of the mobile telephone 45 to the number of mobile telephone 48. The first **user** would dial on mobile telephone 43 or landline 42 in to a server 49, similar...

Claim
... contact
information (I 3), comprising the steps of:
making a personal contact file for a **user** at a centrally accessible

location (22);
storing information in the personal contact file;
associating a...the method
comprises the further steps of.
receiving a first code (I 1) from a **user** ;
accessing the personal contact file associated with the **user** ;
matching the first code (1 1) with the first codes (1 1) in the personal
...communication type requested;
establishing a communication link associated with the selected
communication type between the **user** and the third party.

7 Method according to one of the proceeding claims, in which...21), the
central server (21) being arranged for:
making a personal contact file for a **user** in the database (22);
storing information in the personal contact file;
associating a unique contact...

1/3,K/7 (Item 2 from file: 349)
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00905247 **Image available**
METHOD AND APPARATUS FOR PROVIDING ACCESS TO INFORMATION
PROCEDE ET APPAREIL PERMETTANT DE FOURNIR UN ACCES A L'INFORMATION
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Detailed Description
Claims

English Abstract
...an effort to quickly and easily ascertain information about a particular product or service, the **Customer** accesses the single, easy

to remember number (1) or address, the system recognizes the single, easy to remember number (1) or address which was used, and appropriately prompts the **Customer** for which company, person, entity, product or product line is relevant to the inquiry. Upon receiving the **Customer** 's reply, the **Customer** then is automatically transferred to a final destination (3), such as a person, entity, company or product specific **customer** contact or response center, which provides the **Customer** with the desired information. The invention further comprises a method, process, system and apparatus for...

Detailed Description
... August 6, 1999.

BACKGROUND OF THE INVENTION
The explosion of the information age has provided **consumers** with access to information concerning virtually any topic imaginable, which prior to such explosion was difficult if not impossible to obtain. Presently, **consumers** may gain access to much of this information via telephone, and/or computer networks. Thus, **consumers** 1 5 are constantly bombarded with telephone numbers, such as toll free "8001% "8881% and...

...computer networks are helpful in accessing such information, it is difficult, if not impossible, for **consumers** to recall any particular number or network address, which provides the information desired.

Currently, telephone directory assistance and computer search engines are of limited help because the **consumer** may often be required to know far more information than, for example, just a product...

...such information through a single source and with a minimum of available information to the **consumer** .
For example, millions of dollars are invested every day in ineffective advertising relating to **telephone numbers** because the target audience cannot remember the **telephone number** , or if they remember the basic number, cannot remember the area code, or they can't remember how to spell the word used to create the **mnemonic** in the **telephone number** , whether or not it ties directly to the company name or product.

Most producers of **consumers** ' goods and services and most manufacturers 1 0 have information telephone lines and contact centers. Often companies have more than one telephone number to answer **consumer** inquiries, sometimes each product or product line has its own telephone number.

For instance, drug...

...telephone lines, often more than one, for emergency drug interactions and general questions. If a **consumer** of a 1 5 drug is having an allergic reaction or is experiencing a negative side effect, the **consumer** may be under great stress and not be thinking clearly, finding it difficult to recall...

...hann.
2
Many of the telephone companies have telephone numbers for directory assistance. Although a **consumer** can use these directory assistance numbers, there are several problems with these 'directory assistance numbers...

...s world is created by pervasive phone use, including cell phones and wireless technologies. A **Customer** of a cell phone may be engaged in

other activities besides the phone conversation, such...

...for example driving a car. Although many phones have features which allow the 1 5 **Customer** to pre-program one or more particular persons' numbers, the **Customer** still has to scroll through the list of programmed numbers or remember the automatic dial number for that person. Even worse, **Customers** may be fumbling through address books and trying to dial the phone while driving a car or engaging in some other activity. The danger to the **Customer** and others (on the road and elsewhere) has been the cause of much concern.

3...

...and what company, person or product is associated with each particular telephone number. Additionally, a **Customer** of the invention calls one telephone number and is ultimately connected to the desired infort...

...herein, this invention is directed to an apparatus and method for providing information to a **Customer** by accessing an information retrieval system via a Recalled Number; inputting Keywords into the information...

...of words or other designation which enables the system of this invention to process a **Customer** 's request ("Keywords"), in, for example, English or any another 1 5 language or languages, corresponding to words or other designations that a **customer** (" **Customer** ") would use to search for information on the Client, and Client lists one or more...ANI identifies from where the Call came, and the DNIS identifies which Recalled Number the **Customer** used, and informs the PBX. The ANT allows the Provider to determine the geographical contact...

...Provider may advertise the Recalled Number as a telephone number to call for information. The **Customer** , looking for information, recalls and calls the Recalled Number. The Telephone Network takes the Call...

...with one or more Recalled Numbers.
The PBX and ASR work together to prompt the **Customer** for a Keyword, preferably with a recorded human voice, and notify the Telephone Network of the Destination Number. The Telephone Network connects the **Customer** 's Call ultimately to the Destination Number's site ("Final Destination"). Finally, the **Customer** receives the information requested from the Final Destination.

In another embodiment the Provider provides a...

...Provider may advertise the Recalled Number as a telephone number to call for information. The **Customer** , looking for information, recalls and calls the Recalled Number. The Telephone Network takes the Call...

...voice, and notify the Telephone Network of the Destination Number. The Telephone Network connects the **Customer** 's Call ultimately to the Destination Number's site or Final Destination. Finally, the **Customer** receives the information requested from the Final Destination.

In another embodiment of the invention, the...

...dissemination device. In a preferred embodiment, the invention iteratively one or more times, prompts the **Customer** for more specific Keywords and results in a connection to a discrete Final Destination, such...

...a 1 5 website on the Internet.

In yet another embodiment of the invention, a **Customer** (" **Customer** ") and a Provider enter into a service agreement, wherein the **Customer** lists a set of words or other designations ("Keywords") which enable the inventive system to...

...Further in this embodiment the Provider, through the system of this invention, may enable the **Customer** to program a Recalled Number into his or her phone, cellular phone or wireless device...

...the phone, via, for example, the phone key pad or by similar means.

Thus, the **Customer** may dial one or more Specific Codes, to reach the Recalled Number and then may...

...prompted to provide one or more Keywords.

1 0 Keywords are then entered by the **Customer** and received by the Provider via the system. The Keyword(s) are correlated to Destination Number(s) which Destination Number(s) are automatically dialed by the system. The **Customer** is then connected to the Destination Number by the system. Finally, @ after being connected to the Destination Number, the **Customer** is enabled by the system to engage in the 1 5 phonecall with the recipient...Client and/or the Provider advertise an easy to remember telephone number ("Recalled Number"). A **Customer** encounters the Recalled Number and at some time after being exposed to the Recalled Number, the **Customer** requires information relevant to
1 1
one or more of the Client's company, product...

...the reference numbers in this written specification correspond to like numbers in the drawings) the **Customer** recalls the Recalled Number, calls the Recalled Number (the "Call"), and submits a Keyword or...

...called and thus, which prompt to use, as the ASR in turn communicates with the **Customer** , asking for a Keyword. A Recalled Number is associated with a particular prompt, such as...

...PBX, which in turn passes the prompt to the Telephone Network and ultimately to the **Customer** .
The **Customer** enters a reply, which travels through the Telephone Network and the PBX, ultimately reaching the...

...detennines or associates the Destination Number with the Keyword entered into the system by the **Customer** , and provides the Destination Number to the
PBX. Then the PBX communicates with the Telephone...

...the Call arrives at the Final Destination in step three (3) at which point the **Customer** may receive the desired information from the Final Destination.

Referring now to Figure 2, the...

...the embodiment of the invention depicted in Figure 1, is demonstrated. In this embodiment, the **Customer** (14) recalls the Recalled Number and places a telephone call ("Call") (4) to the Recalled...

...speech recognition system, ASR (126).

The ASR (126) interprets Encoded Data (6), and prompts the **Customer** (14)
through the PBX (13) and the Telephone Network (12) for a Keyword (7). In a preferred embodiment, the Prompt (7) is a recording of a human voice. The **Customer** (14) speaks or enters in another manner a Reply (8), which Reply (8) may or...10) and forwards the Call (4) to the Final Destination (15), at which point the **Customer** (14) may receive the desired inforination.

Figure 3 demonstrates the steps of yet another preferred...

...of the invention. Client and Provider agree to provide the ability to access information to **Customers** through, for example, a service agreement in Step (21). In this step, Provider agrees to, among other things, provide Client and Client's **Customers** with
14
access to a Recalled Number. Client creates a list of English and/or...

...or more of the Keywords provided by Client.

In Step (17), a person or entity (" **Customer** ") becomes aware of the Recalled Number in some manner, including but not limited to encountering the advertisement, and word of mouth. In Step (18), **Customer** requires information from one or more Clients, and remembers the Recalled Number. **Customer** decides to call the Recalled 1 5 Number in Step (19) and calls the Recalled...

...was dialed, from the DNIS information in the Encoded Data; and the ASR prompts the **Customer** through the PBX and the Telephone Network to enter, preferably vocally or by other suitable...

...with the company, product, product line or any information inquiry ("Keyword").

The ASR receives the **Customer** 's reply through the Telephone Network and the PBX and checks the Database in the ASR to see if the **Customer** 's reply is a Keyword in Step (30).

When the **Customer** 's reply is a Keyword in Step (3 1), the ASR attempts to match the...

...Keyword with a Destination Number in the
Database in Step (36), the ASR prompts the **Customer** , preferably through the PBX and the Telephone Network, to enter, preferably vocally, a more specific Keyword associated with the Keyword previously entered in Step (37). The ASR receives the **Customer** 's reply through the Telephone Network and the PBX and checks the Database to see if the **Customer** 's reply is a Keyword in Step (38). If there is a match at Step...

...or a Destination
Number at Step (38), the ASR counts the number of times which **Customer** has been prompted at Step (40). In setting the parameters in Step (40), the Provider...

...Off Number is programmed into the ASR. If the ASR notes that the number of **Customer** prompts is less than or equal to the Cut-Off Number in Step (40), the...

...described from Step (37) in Figure 3. If the ASR notes that the number of **Customer** prompts is greater than the Cut-Off Number in Step (40), the ASR alerts the PBX to disconnect the Call at Step (42), preferably after notifying the **Customer** .

Returning to Step (30) in Figure 3, if the **Customer** 's reply is not a Keyword as in Step (44), the ASR prompts the **Customer** through the PBX and the Telephone Network to enter, preferably vocally, a word associated withASR receives the **Customer** 's reply through the Telephone Network and the PBX and checks the Database to see if the **Customer** 's reply is a Keyword in Step (46).

When the **Customer** 's reply is a Keyword as in Step (47), the invention proceeds as previously described from Step (32) in Figure 3.

If the **Customer** 's reply is not a Keyword as in Step (48), the ASR counts the number of times which **Customer** has been prompted at Step (49). In setting the parameters in Step (40), Provider previously...

...may be, for example, any integer between one and one hundred. If the number of **Customer** prompts is less than or equal to the Cut-Off Number as in Step (52...

...invention proceeds as previously described from Step (45) in Figure 3. If the number of **Customer** prompts is greater than the Cut-Off Number as in Step (50), the ASR disconnects the Call at Step (5 1), preferably after notifying the **Customer** .

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Figure 5 depicts the steps of yet another preferred embodiment of this invention. In...
...one or more of the Client and/or the Provider advertises a Recalled Number. A **Customer** encounters the Recalled Number and at some time after being exposed to the Recalled Number, the **Customer** requires information relevant to one or more of the Client's company, product, and/or...

...step of this embodiment, depicted as the number seventy-seven (77) of Figure 5 the **Customer** recalls the Recalled Number, calls the Recalled Number, and submits a Keyword or Keywords to...

...called and thus, which prompt to use, as the ASR in turn communicates with the **Customer** , asking for a Keyword.

A Recalled Number is associated with a particular prompt, such as...

...words.

In the final step of this embodiment depicted as number seventy nine (79), the **Customer** enters a reply, which travels through the Telephone Network and is
interpreted by the ASR...
...the Destination Number and the Call arrives at the Final Destination at which point the **Customer** may receive the desired information from the Final Destination.

Referring now to Figure 6, the...

...the embodiment of the invention depicted in Figure 5, is demonstrated. In this embodiment, the **Customer** (85) recalls the Recalled Number and

places a telephone call ("Call") (80) to the Recalled...

...automatic speech recognition system, such as for example ASR (125).

The ASR (125) prompts the **Customer** (85) through the Telephone Network (84) for a Keyword. In a preferred embodiment, the Prompt (8 1) is a recording of a human voice. The **Customer** (85) speaks or enters in another manner a Reply (82), which Reply (82) may or...

...Number, it forwards the Call (80) to the Final Destination (86), at which point the **Customer** (85) may receive the desired infonnation.

Figure 7 demonstrates the steps of yet another preferred...
...of the invention. Client and Provider agree to provide the ability to access information to **Customers** through, for example, a service agreement in Step (87). In this step, Provider agrees to, among other things, provide Client and Client's **Customers** with access to a Recalled Number. Client creates a list of Keywords correlated with other...

...associated with one or more of the Keywords provided by Client.

In Step (89), a **Customer** becomes aware of the Recalled Number in some manner, including but not limited to encountering the advertisement, and word of
21
mouth. In Step (90), **Customer** requires information from one or more Clients, and remembers the Recalled Number. **Customer** decides to call the Recalled Number in Step (91) and calls the Recalled Number in...

...and the ANI are utilized in Step (96).

An ASR is employed to interpret the **Customer** 's voice or other suitable prompt, in Step (97). In Step (98); the ASR notes which Recalled Number was dialed, from the DNIS information; and the ASR prompts the **Customer** through the Telephone Network to enter, preferably vocally or by other suitable means, a Keyword.

The ASR receives the **Customer** 's reply through the Telephone Network and checks the Database in the ASR to see if the **Customer** 's reply is a Keyword in Step (99).

When the **Customer** 's reply is a Keyword in Step (1 0 1)@ the ASR attempts to match...

...with a Destination Number in the
Database in Step (I 05), the ASR prompts the **Customer** to enter, preferably vocally, a more specific Keyword associated with the Keyword previously entered in Step (106). The ASR receives the **Customer** 's reply through the Telephone Network and checks the Database to see if the **Customer** 's reply is a Keyword in Stop (107). If there is a match at Step ...

...or a Destination
Nurnber at Step (107), the ASR counts the number of times which **Customer** has been prompted at Step (109). In setting the parameters in Step (109), the Provider...
...Off Number is programmed into the ASR. If the ASR notes that the number of **Customer** prompts is less than or equal to the Cut-Off Number in Step (109), the...

...described from Step (106) in Figure 7. If the ASR notes that the number of **Customer** prompts is greater than the Cut-Off Number in Step (109), the Network disconnects the Call at Step (1 1), preferably after notifying the **Customer** .

23
Returning to Step (99) in Figure 7, if the **Customer** 's reply is not a Keyword as in Step (I 13), the ASR prompts the **Customer** through the Telephone Network to enter, preferably vocally, a word associated with the company, product, product line or any information inquiry ("Keyword") at Step (I 14). The ASR receives the **Customer** 's reply through the Telephone Network and checks the Database to see if the **Customer** 's reply is a Keyword in Step (I 15).

When the **Customer** 's reply is a Keyword as in. Step (1 16), the invention
proceeds as previously described from Step (IO 1) in Figure 7.
If the **Customer** 's reply is not a Keyword as in Step (1 17), the ASR counts the 1 0 number of times which **Customer** has been prompted at Step (I 18). In setting the parameters in Step (109), Provider...

...may be, for example, any integer between one and one hundred. If the number of **Customer** prompts is less than or equal to the Cut-Off Number as in Step (121...

...proceeds as previously described from Step (I 14) in Figure 7. If the number of **Customer** prompts is greater than the Cut-Off Number as in Step (I 19), the ASR disconnects the Call at Step (120), preferably after notifying the **Customer** .

Turning now to Figure 4, which depicts the steps of a separate preferred embodiment of the invention which employs a computer network to allow Client's **Customers** access to Client specific information contained, for example, on Client's Internet website, the Client...

...Client and/or Provider may advertise the Recalled Number.

Referring now to Figure 4, the **Customer** desiring information relating to the Client logs onto a Computer Network via a computer or...
...the Recalled Number of Provider's Network cite in Step (59). In Step (60), the **Customer** 's Call is routed to a Computer Network Website associated with the Recalled Number; the **Customer** is prompted to enter one or more Keywords; and the **Customer** enters a Reply. In Step (61), the website provided by the Provider receives the **Customer** 's Reply. The Computer Network assesses the Reply to determine if the Reply is recognized in Step (62).

When the **Customer** 's Reply is recognized in Step (63), the Reply is analyzed to see if the...

...65), the Reply is associated with the Keyword and a Destination Number, and routes the **Customer** via ...to the desired website, which is the Final Destination in Step (66), at which point, **Customer** may retrieve Client specific information, such as Product or Product line specific information.

If the...

...displays a webpage with a list of Client's Keywords in Step (74).

25
The **Customer** selects a Keyword or Keywords from the webpage in Step (75) and the Reply is...

...Number to the desired website, which is the Final Destination in Step (76).

If the **Customer** 's Reply is not recognized in Step (67), the Computer Network prompts the **Customer** for a more specific reply in Step (68). The Computer Network again evaluates the Reply...

...invention then proceeds as previously described from in Step (64) in Figure 4.

If the **Customer** Reply is not recognized in Step (72), then the invention
I 0 proceeds as previously...

...another embodiment of the invention.

Provider enters into a service agreement or other arrangement with **Customer** in Step (201). In this step, Provider agrees to, among other things, provide the **Customer** with access to a Recalled Number, and the **Customer** 's own designated phone numbers for 1 5 persons or entities, which are correlated to...

...phone number) and/or correlated with telephone numbers ("Destination Numbers") in Step (202). For example, **Customer** may list
26
"Work" as a Keyword and if "Work" has more than one phone...

...e. the "Work" voicemail number and the "Work" receptionist number.) Provider creates a database of **Customer** 's Keywords, and Destination Numbers for use with one or more Recalled Numbers in the ASR (the "Database") in Step (203).

Additionally, the **Customer** 's phone may also be programmed to automatically dial the Recalled Number with certain Specific...

...from the DNIS information in the Encoded Data; and, optionally, the ASR may prompt the **Customer** through the PBX and the Telephone Network to enter, preferably vocally or by other suitable...

...or entity. Alternatively, Keyword(s) may be entered into the system without prompting. For example, **Customer** may be prompted with "Hello! Who would you like to reach today?", and
can reply with "Work." Further prompting may be required, such as "Which particular phone number?" and **Customer** may reply "Voicemail." Additionally in this embodiment, the DNIS may determine the phone number of the telephone from which the **Customer** is calling ("Origination Number"). If the Origination Number is recognized as one of **Customer** 's personal numbers (including but not limited to his home, work and/or cellular phone number), then **Customer** may not be prompted to identify who he is. The system will then automatically associate **Customer** 's Destination Numbers with any Keywords input by the **Customer** . If on the other hand, the Origination Number is not one of **Customer** 's personal numbers, **Customer** will provide his Identifier (e.g. his name) with or without prompting. The Identifier is used to identify **Customer** 's Database, and then Keywords are correlated as described below.

28
In Step (21 1) the ASR receives the **Customer** 's reply through the Telephone Network and the PBX and checks the Database in the ASR to see if the **Customer** 's reply is a Keyword.

When the **Customer** 's reply is a Keyword in Step (212), the ASR attempts to match the Keyword...associated with this Keyword) in the Database in Step (216), the ASR may prompt the **Customer** , preferably through the PBX and the Telephone Network, to enter, preferably vocally, a more specific Keyword associated with the Keyword previously entered in Step
29
(217). The ASR receives the **Customer** 's reply through the Telephone Network and the PBX and checks the Database to see if the **Customer** 's reply is a Keyword in Step (218). If there is a match at Step...

...or a Destination
Number at Step (218), the ASR counts the number of times which **Customer** has been prompted at Step (221). In setting the parameters in Step (221), a Cut...

...CutOff Number is programmed into the ASR. If the ASR notes that the number of **Customer** prompts is less than or equal to the Cut-Off Number in Step (221), the...

...described from Step (217) in Figure 8. If the ASR notes that the number of **Customer** prompts is greater than the Cut-Off Number in Step (221), the ASR alerts the PBX to disconnect the Call at Step (223), preferably after notifying the **Customer** .
Returning to Step (21 1) in Figure 8, if the **Customer** 's reply is not a Keyword
in Step (225), the ASR may prompt the **Customer** through the PBX and the Telephone Network to enter, preferably vocally, a Keyword associated with the person or entity at Step (226). The ASR receives the **Customer** 's reply through the Telephone Network and the PBX and checks the Database to see if the **Customer** 's reply is a Keyword in Step (227).

30
When the **Customer** 's reply is a Keyword in Step (228), the invention proceeds as previously described from Step (213) in Figure 8.

If the **Customer** 's reply is not a Keyword in Step (229), the ASR counts the number of times which **Customer** has been prompted at Step (230). In setting the parameters in Step (221), the system...

...may be, for example, any integer between one and one hundred. If the number of **Customer** prompts is less than or equal to the Cut-Off Number as in Step (233...

...invention proceeds as previously described from Step (226) in Figure 8. If the number of **Customer** prompts is greater'than the Cut-Off Number as in Step (231), the ASR disconnects the Call at Step (232), preferably after notifying the **Customer** .

Referring now to Figure 9, a schematic of the system or apparatus which may carry...

...including but not limited to, telephone lines, and satellite transmissions, to the Telephone Network.

The **Customer** may be prompted by the system for a Keyword (302) which

Keyword (302) corresponds to the Destination Number (309). In a preferred embodiment, a Receiver (303) receives from the **Customer** a verbal or other signal which corresponds to Keyword(s) (302).

31
The Receiver (303...

Claim
... comprising a network website, said query entering a recalled number to request
information by a **customer** ;
a means for interpreting the query by a computer;
a means for generating one or...

...correlating said recalled number and an associated prompt;
1 0 a means for asking the **customer** for a **customer** reply with said prompt;
a means for ma tching the **customer** reply with a keyword, a destination number, and a prompt for one or more said...

...information.

22 A method for providing information comprising:
receiving a query for information from a **customer** ;
prompting the **customer** for a **customer** reply;
interpreting the **customer** reply;
generating a coded alphanumeric string, said string comprising an address of an information site, said site having the requested information available to the
customer ;
1 0 routing the query by said string; and
connecting the **customer** to the site.

23 The method of claim 22 wherein said query comprises a telephone...

...correlating said dialed number identification to the recalled number and an
associated prompt;
asking the **customer** with the prompt for the **customer** reply; and
1 5 matching the **customer** reply with one or more of a keyword, a destination number, and a prompt for...equipment, said query comprising a telephone call
to a recalled number for information from a **customer** ;
the network providing said equipment with a dialed number and an automatic
number identification;
39...

...correlating said dialed number identification to the recalled number and an
associated prompt;
asking the **customer** for a **customer** reply;
matching the **customer** reply with a keyword, a destination number, and a prompt for one or more said...

...comprising a network website, said query entering a recalled number to request information by a **customer** ;
interpreting of the query by a computer;
generating one or more data based upon the request;
correlating said recalled number and an associated prompt,

asking thecustomer for a **customer** reply with said prompt;
matching the **customer** reply with a keyword, a destination number, and a prompt for one or more said...

...said communication lines and said communication line or lines connected to at
least one other **customer** computer to form a network; and
I 0 a network website, said website connected to client network websites located on said network; and said network website being accessible by said **customer** computer through said information processing computer and said information processing computer capable of connecting said **customer** computer to said client website.
1 5 36. A method for providing information comprising:
receiving...

...network, said query comprising a telephone call to a recalled number for information from a **customer** , the network capable of
processing dialed number and an automatic number identification; and
identifying a...

...number and an
associated prompt by an automatic speech recognition computer system;
prompting said the **customer** for a **customer** reply;
associating said **customer** reply with a keyword, a destination number, and a
prompt for one or more said...

...a memory of said system;
providing the destination number to the network based upon said **customer**

reply; and
connecting the query to an inforination. site, said'site being a destination for...
...said system further comprises:
reading an Origination Number; and
relating an Origination Number to a **customer** 's personal phone number and
customer 's database comprising said **customer** 's keywords and destination numbers.

46 The method of claim 44, wherein said system further comprises:
reading an Origination Number, said Origination Number not a **customer** 's personal phone number;
gathering a **customer** 's identifier; and
relating said **customer** 's identifier to a database of said **customer** 's keywords and destination numbers.

47 The method of claim 44, wherein said system is...

...for reading an Origination Number; and
a means for relating an Origination Number to a **customer** 's personal phone number and **customer** 's database comprising said **customer** 's keywords and destination 1 5 numbers.

51 The apparatus of claim 49, wherein said system further comprises:
a means for reading an Origination Number, said Origination Number not a **customer** 's personal phone number;
46
a means for gathering a **customer** 's identifier; and
a means for relating said **customer** 's identifier to a database of said

customer 's keywords and destination numbers.

52 The apparatus of claim 49, wherein said system is...

1/3,K/8 (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00895474 **Image available**
DETERMINING ALTERNATIVE TEXTUAL IDENTIFIERS, SUCH AS FOR REGISTERED DOMAIN NAMES
DETERMINATION DE VARIANTES D'IDENTIFICATEURS TEXTUELS, PAR EXEMPLE POUR DES NOMS DE DOMAINE ENREGISTRES
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Detailed Description
Claims

English Abstract
...variety of ways. One situation in which alternatives can be generated (535) is after a **user** has requested to use or acquire an unavailable textual identifier, such as a request to...
...already registered domain name (510), and the determined alternatives can then be presented to the **user** (540), they can also be ranked as to relevance and ordered in a variety of...

Detailed Description
... to the identifier, such as for a registered domain name.

BACKGROUND

The Internet enables a **user** of a client computer system to identify and communicate with millions of other computer systems...

...computer system operated by IBM Corporation may be "comp23.113M.com". Using domain names, a **user** attempting to communicate with this computer system could specify a destination of "comp23.113M.com...

...than the particular IP address of the computer system (e.g., 198 209.25).

A **user** can also request a particular resource (e.g., a Web page or a file) that...

...IBM.com/help/HeIpPage.html" is one example of a URL. In response to a **user** specifying such a URL, the comp23.113M.com server would typically return a copy of the "HeIpPage.htmi" file to the **user** . In addition to making the identification of destination computer systems more mnemonic, domain names introduce...

...registrars. In particular, a company that serves as a registrar for a TILD can assist **customers** in registering new domain names for that TILD and can perform the necessary actions so ...cc domain name 140), and provide an interactive Website at their domain name from which **customers** can register new domain names. A registrar will typically charge a **customer** a fee for registering a new domain name.

For the ".com", ".net" and ".org" TLDs...

...often attempt to register domain names that are already registered. In such a situation, the **user** will be prevented from registering the domain name, but may receive little or no assistance in determining other domain names that are available. For example, the **user** will typically have to identify other domain names to consider without assistance. If the **user** is able to identify any other domain names, it is then difficult for the **user** to determine whether those other domain names are available. Typically, the **user** will need to attempt to register each of those other domain names one-at-a...

...register an already registered domain name, and the determined alternatives are then presented to the **user** as possibilities for use or acquisition. When multiple alternatives are presented to the **user** , they can also be ranked as to relevance and ordered in a variety of ways...

...facility in which alternatives to a specified domain name are determined and presented to a **user** , such as after the **user** has attempted to register an already registered domain name. Those skilled in the art will ...

...other than providing alternatives to registered domain names, such as for presenting alternatives to a **user** who desires to register multiple or all domain names that are sufficiently related to a...domain name alternatives have been generated, the alternatives can be provided or presented to a **user** . In some embodiments, the alternatives are included as part of an interactive Web page provided to the **user** from which the **user** can select one or more of the alternatives for registration. In embodiments in which relevance ratings are determined, the ratings associated with each alternative can also be presented to the **user** . The various alternatives can be presented in a variety of ways, such as in order...

...DNAP system, consider the
domain name registration request illustrated in Figure 2A, in which the **user** has requested to register the domain name "stairway.cc" 205. In this example, a **user** is interacting with a Web browser program on a client computer that has a Web...

...at URL "http://www.enic.cc/new.htmi").

In response to the registration request, the **user** receives a response Web page 210 that is illustrated in Figures 213-21E. In particular, as is illustrated in Figure 213, the Web page provides an indication 212 to the **user** that the specified domain name "stairway.cc" is already registered. The Web page also provides...

...WordNet database at "http://www.cogsci.princeton.edu/~wn/"). In addition, as is indicated, the **user** can begin the registration process for any of these alternative domain names by clicking on...

...connectors (e.g., "estairway.cc" and "e-stairway.cc").

The Web page also includes a **user** -selectable indication 250 which can be used to determine alternative domain names based on translations...
...2F illustrates a Web
page 255 that is provided by the DNAP system after the **user** selects the indication. In particular, multiple domain names 257 based on translations of tistairway" into various foreign languages can be provided, and can be selected by the **user** for registration if those domain names are available. Those skilled in the art will appreciate...

...babelfish.org" Website).

In addition to indication 250, the Web page 21 0 includes a **user** -selectable indication 260 which can be used to place the **user** on a waiting list for the
specified domain name. Domain names that are currently unavailablenames may be temporarily reserved for a **user** in various situations, such as for a short time while they are presented as alternative domain names to the **user** . In addition, a registered domain name may become available if the owner does not renew...

...had indicated an interest in selling the domain name, the DNAP system could connect the **user** to an auction for the specified domain name. Alternately, the system could relay a bid for the domain name from the **user** to the owner.
-1 0In a similar manner to that of Figure 2A, Figure 2G illustrates a Web page 260 in which the **user** is requesting to register the domain name "heaven.cd' 262.

Figures 2H and 21 illustrate...

...Web pages 263 and 265 with alternative domain names that may be provided to the **user** if the domain name is already registered.

Figure 2J next illustrates a Web page 266 in which the **user** is attempting to register a second-level domain name "stairway-heaven.cc" 267 in which...

...Web pages 267 and 269 with alternative domain names that may be provided to the **user** if the domain name is already registered. In particular, as is illustrated in Figure 2K...

...domain name portions. In particular, Figure 2M illustrates a Web page 280 in which the **user** is attempting to register a fourth-level domain name "stairway.heaven.enic.cc" 282 (which...

...Web pages 284 and 286 with alternative domain names that may be provided to the **user** if the specified domain name is already registered. In particular, as is illustrated in Figure...

...be displayed.

Those skilled in the art will also appreciate that the techniques for identifying **related** alternatives to a textual identifier can be used in a variety of situations other than...

...and login names (e.g., when a desired username is not available to a new **user**), computer service identifiers (e.g., email addresses), passwords, **mnemonic** forms of **telephone numbers** (e.g., 1 FLOWERS), business names, trademarks, etc.

In addition, in the previous examples illustrations...specified domain name,
predefined system defaults, or preferences interactively specified by or stored for the **user** and/or the client device. If stored preference information is used, the information can be...

...a Web cookie for the DNAP system that is sent to the system when the **user** of the client device makes a Web-based request to register a domain name).

Figure 2P provides an example of a Web page that can be provided to a **user** to interactively obtain preference information from the **user** , such as after the **user** makes the domain name registration request illustrated with respect to Figure 2A but before Web page 210 illustrated in Figures 213-2E is provided to the **user** . As is illustrated, the **user** can specify a variety of types of preferences, including those related to how the alternative...

...respect to some or all of the alternative domain names, and whether or not the **user** -specified preference information should be stored and used for future domain name registration requests. In...

...the service involves using a third-party service that charges for its service), and the **user** can agree to pay for such desired services (e.g., to be deducted from a **user** account or included with the charge for registering one or more domain names). Those skilled...

...that other types of preference information could similarly be presented to and specified by the **user** .
Figure 3A illustrates an example of a portion of a database of related (on a...the 1/0 devices include various input and output devices (not illustrated) with which a **user** (not illustrated) of the client can interact with the Web browser and with which the Web browser can present information to the **user** , such as a mouse and a display. For example, the **user** can interact with the Web browser to request and receive Web content (e.g., Web...

...497 and that can provide services (e.g., a translation service) to a requester.

The **user** of the client can also interact with the Web browser to attempt to register new...

...names in a variety of ways, such as by using preference information associated with the **user** or the client (e.g., from a DNAP cookie 453 included with the **user** 's domain name registration request, or by interactively querying the **user** for preference information).

After alternative domain names are generated, a Provider component 446 of the...

...specified domain name, while in other embodiments the DNAP system will interact directly with the **user** and present alternative domain names to the **user** . In addition, the DNAP system can include an optional Payment Processor component 448 that can charge the **user** for services provided if appropriate and can supply payment to third-party services (e.g...

...the DNAP system or from a registration component), the browser presents the information to the **user** . In some situations, the presented Web content will allow interaction by the **user** , such as by including alternative domain names that the **user** can select for registration or a request for preference information.

In some embodiments, the DNAP...devices, internet appliances, PDAs, wireless phones, pagers, electronic organizers, television-based systems and various other **consumer** products that include inter-communication capabilities.

While Web pages are often constructed using HTML, other...

...of the Domain Name Alternative Provider routine 500. The routine receives a request from a **user** to register a domain name, determines that the domain name is not available to be...

...name and that are available to be registered, presents the alternative domain names to the **user** , and registers one or more of the alternative domain names if so instructed by the **user** . In the illustrated embodiment, the routine is performed by a registrar that has the ability ...

...that the registration attempt succeeded, the routine continues to step 520 to indicate to the **user** that the attempt was successful and to charge the **user** for the registration. If the attempt was not successful, the routine continues instead to step 525 to determine whether to generate and provide alternative domain names to the **user** . This determination could be based on the particular domain name specified, on general system defaults, or on preference information for the **user** . In some embodiments, preference information can be obtained for the **user** via an interactive query, while in other embodiments stored preference information for the **user** may be available (e.g., from a cookie provided with an HTTP message used to...

...to step 530 to indicate the registration failure for the specified domain name to the **user** .

If it is instead determined to provide alternatives, the routine continues to step 535 to...

...identified. If so, the routine continues to step 540 to present the

alternatives to the **user** , such as in an interactive Web page from which the **user** can select one or more alternative domain names to register.

In addition, **user** -specified preference information can be used, if available, to determine how to present the alternatives...

...relevance ratings, etc.). In some embodiments, the routine could additionally provide various services to the **user** with respect to the alternative domain names, such as temporarily reserving the alternative domain names while they are presented to the **user** so that they will be available if the **user** decides to select one or more of the domain names within a certain amount of...

...or automatically registering one or more of the alternative domain names (e.g., based on **user** -specified preference instructions to register alternative domain names that have a relevance rating over 90...
...presenting the alternatives, the routine continues to step 545 to determine whether to charge the **user** for providing the service of presenting the alternative domain names. In this embodiment, the **user** will be charged only if available domain names are identified, while in other embodiments the **user** could be charged for the attempt to generate alternative domain names even if no such available domain names are identified. Alternately, in other embodiments the **user** may not be charged for any services provided by the IDNAP system. If it is determined that the **user** is to be charged, the routine continues to step 550 to charge the **user** . After step 550, or if the **user** was not charged, the routine continues to step 555 to determine if the **user** desires to register at least one of the alternative domain names (e.g., based on whether the **user** selects one or more of the alternative domain names in the Web page that was presented to the **user**). If so, the routine continues to step 560 to select the next alternative domain name identified by the **user** , beginning with the first. In step 565, the routine then registers the alternative domain name, and in step 570 charges the **user** for the registering. In step 575 the routine determines if there are more alternative domain...subroutine 600. The routine receives an indication of a specified domain name and optionally of **user** preferences, generates alternative domain names for the specified domain name, selects the alternative domain names...
...subroutine begins at step 605 where it receives a specified domain name and optionally receives **user** preferences. The subroutine continues to step 610 where it determines whether to request preferences interactively from the **user** , such as if no optional preference information was received. If so, the subroutine continues to step 615 where it sends an indication to the **user** of the failure of the registration for the specified domain name and includes one or...

...preference
information. The subroutine continues to step 620 where it receives a reply from the **user** indicating specified preference information or an instruction to use default preference information. If it is...

...continues to step 630 where it stores the preference information in a cookie on the **user** 's system.

After step 630, or if the preference information was not stored for future...

Claim
... lower-level domain name portion of the domain name includes: receiving a request from a **user** to register the domain name, the

domain name including a top-level domain name portion...

...least one alternative option word can be identified includes using preference information associated with the **user** .

5 The method of claim 2 wherein determining of the alternative option. The method of...

...that are available to
be registered as the alternative domain names;
sending information to the **user** indicating that the alternative domain names are available to be registered;
receiving a request from the **user** that indicates to register at least one of the alternative domain names; and
registering the indicated alternative domain names for the **user** .

8 The method of claim 7 including determining alternative top-level domains that are distinct...
...a
domain name registrar.

11 The method of claim 7 including obtaining payment from the **user** for the generating of the alternative domain names.

12 The method of claim 2 wherein the sent information is a Web page that when displayed to the **user** includes selectable indications that correspond to the alternative domain names in such a manner that the **user** can request to register an alternative domain name by selecting one or more of the...

...alternative domain names, and wherein the Web page displays the determined relevance ratings to the **user** .

14 The method of claim 1 wherein the alternative lower-level domain name portions for...including automatically registering at least one of the generated alternative domain names for an indicated **user** .

28 The method of claim 23 including automatically reserving at least one of the generated...
...of the lowerlevel domain name portions of the domain name is a request from a **user** to register the domain name.

34 The method of claim 33 including determining that the...

...name
is unavailable to be registered.

35 The method of claim 34 including placing the **user** on a waiting list for the domain name.

36 The method of claim 34 including assisting the **user** to make an offer for the domain name to an owner of the domain name...

...the indication was received.

39 The method of claim 38 wherein the requester is a **user** , and including obtaining the preference information by querying the **user** for the preference information.
. The method of claim 1 including obtaining payment for the providing...

...alternative option. The method of claim 1 wherein the received
indication is received from a **user** , wherein the domain name is
unavailable for registration by the **user** ,
wherein the provided indication is provided to the **user** , and including:
receiving an indication of a second domain name selected by the
user as an alternative to the domain name, the second domain name
having at
least one...are
associated with the alternative option words, wherein the received
indication is received from a **user** , wherein the domain name is
unavailable for registration by the **user** , wherein the provided
indication is provided to the **user** , and including:
receiving an indication of a second domain name selected by the
user as an alternative to the domain name, the second domain name
having at
least one...

1/3,K/9 (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

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INTERNET ANSWERING MACHINE
REPONDEUR POUR INTERNET
Patent Applicant/Assignee:
COOPER R Ross,
KULAKOWSKI Robert T,
Inventor(s):
COOPER R Ross,
KULAKOWSKI Robert T,
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Detailed Description
Claims

English Abstract
...downloads and stores at least a portion of email messages that have
been received. A **user** can view the display and review the messages.
Voice mail messages are played through the...

Detailed Description
... indicating the number of messages received and the time and date they
were received. A **user** can listen to the recorded messages using
controls on the machine or via a remote...

...the email service pay fees to the on-line service provider and are known as **subscribers** or **customers** .

Examples of well-known on-line service providers include COMPUSERVE, PRODIGY, AMERICA ON-LINE, FIDONET...

...one of the sub-networks that functions as a "gateway" onto the Internet for its **customers** ' computers. People all over the world can
send and receive email with each other through...include a digitized image or audio
attachment.

To retrieve email from a service provider, the **subscriber** uses a computer and a modem, under the control of software that is typically provided...

...via the telephone system. When the service provider's computer answers, it typically queries the **subscriber** for a **user** name and password. If the **subscriber** enters the correct **user** name and password, the service provider's computer "logs in" the **subscriber** and allows the **subscriber** to perform various functions, including determining whether email messages intended for the **subscriber** have been received and stored and, if
so, downloading the email messages to the **subscriber** 's computer. When the **subscriber** is finished, the **subscriber** logs out and terminates the
telephone call.

Software is known that causes a computer and...by decoding 1 0 predetermined tones, e.g., IDTMF tones, that identify the caller.

A **user** can view the display and review the messages. If the email and voice messages are...

...text in the body of the message.

The system of the present invention allows a **user** to conveniently record and review both voice and email messages using an integrated answering machine connected to the **user** 's telephone line.

The **user** may also compose either an email message or a voice message and send the message...

...to a previously received message.

In addition, the answering machine may include password protection.

The **user** may be required to properly enter a password or code before the
messages are displayed...provide commands to the answering machine. These commands may include commands that allow the remote **user** to forward messages, reply to messages, clear all messages, and record
a new outgoing message...

...The answering machine may also perform the above functions on a PBX telephone system. Each **user** on the PBX system may perform all functions described above from the **user** 's telephone extension. The answering machine preferably sends and receives email securely for each PBX **user** .

An exemplary sequence of events that reveals the convenience and ease-of-use of the present invention is as follows: A **user** may look at the answering machine and visually determine whether messages have arrived.

The **user** can listen to all voice messages and display all text messages. For
each Internet message, the **user** can immediately reply by pressing a "REPLY" key or by typing a message and pressing...

...and a speaker 26. As described below in further detail, the answering machine allows a **user** to review both voice and email messages that are received via telephone line 5. Incoming...

...processor 1 0. Processor 1 0 displays information on display 1 6 to notify
the **user** of messages that have been received. The **user** may enter commands on keypad 1 8 to cause processor 1 0 to retrieve email... preferably a small, economical LCD display that displays several lines of text to enable a **user** to read email messages, as described below. Nevertheless, any suitable, compact display may be used ...
...is also suitable. As described below, a full "QWERTY" 1 5 keyboard would allow a **user** to compose and send email messages as well as receive them.

DAA 20 provides the...

...to
facilitate interfacing a printer 36. As noted above, a full "QWERTY" keyboard enables a **user** to compose and send email messages as well as receive them. Printer 36 would allow a **user** to print received email messages.

A method by which the answering machine receives messages and the **user** reviews them is illustrated in Fig. 2. Persons of skill in the art will readily...

...step 46 processor 1 0 compares the
number to a pre-stored number, which the **user** may enter into the system via keypad 18 when initially configuring or setting-up the...

...facilitate the present method.) The pre-stored number should be that of 1 0 the **user** 's on-line service provider. Those of skill in the art will appreciate
that processor 1 0 may compare the number to several pre-stored numbers if the **user** subscribes to several on-line service providers. If the number is not that of the **user** 's on-line service provider, or if CND circuit 44 was unable to read a...

...recipient's pager (not shown)
to provide notification that a message has been received. The **user** may select this paging option using the set-up software. If the option ...to step 38 to await either another ring signal or a message selection by the **user** , as described below. If the option is selected, processor 1 0 initiates a telephone call to a predetermined pager
number that the **user** specifies at set-up time. At step 59 processor 10 sends at least an indication...

...number. Processor 1 0 then returns to step 38.

Using the set-up software, the **user** may configure the above described paging function to occur only upon predetermined events. For example, the answering machine may page the **user** upon detecting a predetermined telephone number using CND circuit 44. Also, the answering machine may page the **user** only if, upon examining all of the header information in the **user** 's email "box", it finds information that matches
predetermined information the **user** specified at set-up time. Thus, for example, the answering machine can initiate a page...

...at predetermined times of day, or
whenever it receives an email message addressed to the **user** . The on-line
service provider may receive these email messages via the Internet or locally from other **subscribers** to the on-line service. Because the **user** is actually
downloading copies of the email messages and because on-line service providers typically do not automatically delete messages that a **user** has
downloaded, at step 56 processor 1 0 may cause the on-line service provider...to step 38 to await either another ring signal or a message selection by the **user** , as described below. If the option is -1 0selected, processor 10 initiates a telephone call...

...to step 38 to await either another ring signal or a message selection by the **user** .
As described below in further detail, the **user** may review any message indicated on display 1 6. At step 62 processor 1 0 determines if the
user selected a message for review. If the **user** selects a message for 1 0 reviewo at step 64 processor 1 0 determines whether...

...processor 1 0 retrieves the message
data from memory 12 and displays it for the **user** on display 16. The displayed information includes the header and any accompanying routing and
forwarding...

...attachment data to D/A
converter 24. The resulting audio attachment is played for the **user** via speaker 26. If printer 36 is connected, processor 10 may also provide the message...

...port 34 for printing. Alternatively, processor 10 may defer printing until such time as the **user** enters a print command (not
shown) on keypad 18. If the selected message is voice...

...and provides it to D/A converter 24. The resulting message is played for the **user** via speaker
26. Alternatively, the **user** may enter a "reply" command on keypad 18, preferably by pressing a dedicated "REPLY" button (not shown). The **user** may compose text for the reply using keypad 18 or external "QWERTY" keyboard 32. The **user** may include voice in the reply by speaking into a microphone (not shown). Processor 1message selection by the **user** .

It should be noted that, although steps 62-68 are illustrated in Fig. 2 as...

...techniques, the answering machine may retrieve messages from the on-line

service provider while the **user** is reviewing messages. Similarly, although Fig. 2 illustrates a sequential flow to the method for...

...same should be noted with respect to the method illustrated in Fig. 3.

Although a **user** may, as described above, select and review messages via keypad 18 and speaker 26, a **user** may also review voice messages and voice attachments to email messages via a remote telephone. The **user** can
1 5 call the answering machine and enter commands on the telephone keypad to...

...call the on-line service provider to poll whether any email messages addressed to the **user** have been received and, if so, download and store the email data. Persons of skill...

...on-line
service provider. The timer begins to count and runs continuously until reset. The **user** may pre-store the desired period, such as one hour, during the initial system set...

...processor 10 queries the on-line service provider
whether any email messages addressed to the **user** have been received. If email messages have been received, processor 1 0 downloads the messages
...step 72, processor 1 0 determines that the pre-set time has not elapsed, the **user** may select a message. At step 86 processor 1 0
0 determines if the **user** selected a message for review. If the **user** selects a
message for review, at step 88 processor 10 determines whether the message is...

...1 0 retrieves the message data from memory
1 2 and displays it for the **user** on display 16 and, if the email message
5 includes a voice attachment, plays the...

...then returns to step 72 until either the pre-set time period elapses or the **user** selects another message.

As noted above, the **user** may select to review any of the voice and email messages that display 16 indicates...

...temporal order the corresponding
messages were received or in any other order selected by the **user** during
system set-up, such as alphabetic order by the sender's name or by...
telephone
directory" between telephone numbers and the names of individuals or other
identifying information. The **user** may store this telephone directory information during system set-up. The **user** may also choose to automatically store email addresses of some or all senders into the...

...sender's name.

If CND is not available or CND circuit 44 cannot read a **telephone number** , the indication " < UNKNOWN > " may be displayed, as shown in the
line corresponding to the second...

...indicates that the first message is voice. The "SUBJECT" column

indicates " < NONE > " because such information **relates** only to email messages. The
"DATE" and "TIME" columns indicate the date and time the...

...1 0 includes an internal clock to maintain the current
date and time, which the **user** can set during system set-up. The "FROM"
column **relating** to the third exemplary message indicates that it was
received from a sender at email...

...address from the message
header, which is stored in memory 12 with the other information **relating**
to
that message. In a manner similar to the above-noted conversion of a
telephone number to a **mnemonic** tag, such as the caller's name,
processor
1 0 can use a directory pre...exceed the number of lines
simultaneously displayable on display 16, keypad 18 preferably allows a
user
to enter commands for scrolling through displayed lines. Other display
manipulations and customizations commonly used...

...be appended to the display output in the order the email messages are
received. The **user** may use keypad 18 to scroll through the display
output.

At steps 54 and 80...

...in
Fig. 5, the remaining portions of the message may be retrieved only if
the
user chooses to read the message. This alternative embodiment minimizes
memory requirements and minimizes the time...

...at least a number of the non-selected messages, since it is likely that
the **user**
will wish to subsequently read additional messages. Nevertheless, it is
suitable for processor 1 0 to log out, hang up, wait until the **user**
selects another message, establish another telephone connection, log back
in, and download the next selected...
...message summary output illustrated in Fig. 4 with the selected email
message. Alternatively, if the **user** selects an option during set-up,
processor 10 may display both the message and message...

...a length
greater than the capacity of display 16, keypad 1 8 preferably allows a
user
to enter commands for scrolling through the message and performing other
text manipulation functions commonly provided in conventional email
systems. When the **user** is finished reviewing the displayed email
messages,
the **user** may enter a command on keypad 1 8 to return to the message
summary display...

...a pre-set amount of time, such as 1 minute, elapses during which time
the **user** does not scroll though the message or enter any other commands
via keypad 18.

The...

...to compose and send such messages is illustrated in Fig. 6. At step

104 a **user** may use keypad 18 or external "QWERTY" keyboard 32 to compose text messages or use a microphone (not shown) to compose voice messages. At step 106 the **user** selects a destination address. The **user**

0 may do so by entering the destination email address using keypad 18 or external...

...REPLY" key
(not shown) to send the newly composed message to the previous sender.

The **user** may select the destination address by using keypad 1 8 to choose
an entry in...

...memory 1 2. As described
5 above, the directory contain the name of the destination **user** as well as the corresponding destination on-line email address. A **user** may add, delete or modify entries in the directory using keypad 1 8. At step...

Claim
... voice and email
messages received via said telephone line;
display means for providing to said **user** at least one parameter corresponding to stored messages;
1 5 a speaker for providing to said **user** stored voice messages; and
playback means actuatable by a **user** for retrieving and providing to said **user** said portion of voice and email messages stored.

2 The answering apparatus recited in claim...machine at least one parameter
corresponding to stored messages; and
retrieving and providing to a **user** of said answering machine said portion of voice and email messages stored.

18 The method...

...receiving messages recited in claim 17, wherein
said step of retrieving and providing to said **user** said portion of voice and
email messages stored comprises the step of displaying text of...
...receiving messages recited in claim 17, wherein
said step of retrieving and providing to a **user** of said answering machine
said portion of voice and email messages stored comprises playing audio
...

1/3,K/10 (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00363084 **Image available**
METHOD AND SYSTEM FOR PROVIDING CREDIT SUPPORT TO PARTIES ASSOCIATED WITH DERIVATIVE AND OTHER FINANCIAL TRANSACTIONS
PROCEDE VISANT A FOURNIR UN SOUTIEN AU CREDIT A DES PARTIES ASSOCIEES ET AUTRES TRANSACTIONS FINANCIERES ET DISPOSITIF CORRESPONDANT
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Detailed Description
Claims

Detailed Description
... situation.

likely to construe enforceability in an insolvem
Under a typical credit support arrangement, a **customer** calculates periodically (e.g. daily) its credit exposure with the counterparty. The frequency of credit...that can be readily used by primary and secondary tier derivatives dealers and derivatives end- **user** banks that wish to reduce overhead costs involved in managing their credit exposures and assets...provide such a system in which registered 4
SUBSTITUTE SHEET (RULE 26)
users (i.e., **customers**) enter and view their computed credit exposures (CES) and credit support assets on a real...methods.

A further object of the present invention is to provide such a system, wherein **customers** , using a hierarchical account structure can act, optimally, as a custodian for some of their...

Claim
... invention, a global credit support system (GCSS) is provided for the purpose of tying together **customer** sites (in the US, Europe, and elsewhere 6
SUBSTITUTE SHEET (RULE 26)
throughout the world) via a global communication network (e.g., WAN). In order to support **customers** located in different time zones, the GCSS of the illustrated embodiment provides at least two...

...haircuts. Multiple users and/or multiple locations; Hierarchical account structure; Automated processing of non-GCSS **customers** exposures for GCSS users' support, and Periodic (e.g., daily, weekly, monthly. quarterly) entry and coverage of credit exposures. GCSS **customers** calculate their exposure to each of their counterparties using their

current methods. At GCSS **customer** workstations, each **customer** then inputs its credit exposures (i.e., the MTM[of all underlying deals) either in...

...of credit exposures is accomplished through the creation of a fixed format file by the **user** . Such a file can be created in most commercial spreadsheets. The **customer** then indicates to the GCSS that the file is
7
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available...

...GCSS does not allow either party to view the other's credit exposure on its **customer** workstation until they have both been submitted. The values are accepted from GCSS **customers** only. GCSS **customers** may also enter values for their non-GCSS counterparties. However, non-GCSS counterparties are not...weekly, monthly) and may be supplied in advance of I 0 a particular date. GCSS **customers** may block transfers of assets to a particular counterparty as well as decline transfers from...

...Gross In. Net Totals. Blocked Totals. and Total Exposure. Assets are moved between the GCSS **customer** account and account of its counterparty in the direction indicated by the calculations (i.e., Amount to Move figures). The GCSS may notify a **customer** of the need to brine more assets into the system to meet new, higher credit support requirements or to cover an adverse movement in the value of credit support assets. **Customers** may move assets to their GCSS account in several ways:

1 Transfer eligible assets from...
...and/or

4 Move eligible securities over a cross border link into the GCSS. A **customer** may remove from GCSS securities not allocated as credit support if the **customer** deposited the assets to GCSS or received them from a counterparty with rights to reuse the assets. A **customer** is always able to remove cash balances from GCSS. The GCSS will credit income from...of the present invention;
Fig. 4A is a schematic representation of the information structure entitled **CUSTOMER** ACCOUNT specifying the various information fields thereof and the type of information
contained therein;
Fig...

...of information contained
therein,
Fig. 4D is a schematic representation of the information structure entitled **CUSTOMER** ORIGINAL ASSET RULES, specifying the various Information fields thereof and the type of
information contained therein-,
5 Fig. 4E is a schematic representation of tile information structure entitled **CUSTOMER** PREFERENCE. specifying tile various information fields thereof and the type of information
contained therein,
Fig, 4F is a schematic representation of the information structure entitled **CUSTOMER** ELIGIBILITY, specifying the various information fields thereof and the type of information
contained therein;
Fig. 4G is a schematic representation of the information structure entitled **CUSTOMER** CASH CORRESPONDENT, specifying the various information fields thereof and the type of
information contained therein...

...of information contained therein; Fig. 5A is a schematic representation of the information structure entitled **CUSTOMER** - 10
SUBSTITUTE SHEET (RULE 26)
CREDIT AGREEMENT, specifying the various information fields thereof and the...of
information contained therein;
Fig. 7C is a schematic representation of the information structure entitled **CUSTOMER** ASSET POSITION. specifying the various information fields thereof and the type of information
1 5...process group entitled ASSET
MANAGEMENT;
Figs. 13A and 13B provide a schematic diagram of the **user** activity of the GCSS by different parties (i.e., **customers**) in different time-zones, during a 24 hour period of system
operation, in which same...

...screen which is used by the administrators of the GCSS in order to enter new **customers** in the system, open **customer**
accounts, and perform other administrative and custodial functions;
Figs. 15B and 15C are graphical representations of two exemplary graphical display screens which are used by **customers** of the GCSS in order to create, modify, terminate and review Credit Support Agreements management...

...mid 15E are graphical representations of two exemplary graphical display screens which are used bv **customers** of the GCSS in order to enter credit exposures and instructions into the GCSS, as well as resolve issues regarding credit exposure between counter
parties (i.e,, **customers**) and eligible credit support assets thereof,
Figs. 15F and 15G are graphical representations of two exemplary graphical display screens which are used by the **customers** the GCSS in order to optionally transfer credit support assets to its
counter-parties, by **customer** -designated (i.e.. marlual) movement operations, after notification of credit asset delivery and/or credit...

...a graphical display screen which is used by the GCSS in order to notify its **customers** of the results (i.e., asset movements effected) performed by the automated asset movement process...

...Figs. 151 and 15J are graphical representations of a display screen used to notify GCSS **customers** of the results of the Asset Movement Optimization Process.
DETAILED DESCRIPTION OF THE BEST MODE...

...realized in other ways using, for example, a main-frame computing platform with spatially distributed **user** -interface terminals. and the like. As shown in Fig. 1, the GCSS of the illustrative...each interconnected to a Local Area Network (LAN) 7, a plurality of group of GCSS **Customer** Workstations (e.g., groups of desktop computer systems) 8 interconnected to the GCSS Servers by...

...all cash and securities in the GCSS are held and managed on behalf of GCSS **customers** by the GCSS Operator which, preferably functions legally as a fiduciary to each and every GCSS **customer** , and a SPEED Link Fedwire Terminal 18 connected to LAN 7. for transferring to the...
...is located at a central site where system managers are physically located. Also, each GCSS **Customer** Workstation is typically located at the **customer** site, although it is understood that each such Workstation within its **customer** group need not be physically located with all

Workstations within the group, but may be...

...well known in the art. In the illustrative embodiment, each GCSS Workstation 8 at the **customer** site supports a graphical **user** interface (GUI) using a GUI generator, such as PowerSoft's PowerBuilder. The particular character of...

...provides an array of display screens which facilities easy entry of information by the GCSS **customer** during the day, as well as display various types of reports and notifications produced by the GCSS. The personal computers used to realize each GCSS **Customer** Workstation can run virtually any type of operating system, such as the Microsoft Windows NTthe GUI process running on each GCSS **Customer** Workstation cooperates with central server processes operating on the GCSS Servers at the central site...

...GCSS Server 5 or 6 supports the server portion of the process, while a GCSS **Customer** Workstation 8 supports the client portion thereof. In order realize such chent-server processes upon the GCSS, a data-packet network communication protocol is employed by the GCSS **Customer** Workstations and the GCSS Server Workstations thereof. A suitable network communication product for this system...

...California. Notably, to ensure secure communications throughout the GCSS, all data transmissions between the GCSS **Customer** encryption technology. The benefits of using the TIB-based architecture described above are numerous. Primarily...characterized by high performance, with maximum flexibility and extensibility. All information items pertaining to GCSS **customers** , their accounts, credit support agreements, credit support assets, credit exposures, chains of asset transfers among...

...GCSS is a globally distributed computer-based information network (i.e., system) for tying together **customer** sites in the US, Europe and Asia via a Wide Area Telecommunications Network (WAN). Typically...

...system without handicaps or disadvantages owing to their geographical location on the Earth. Each GCSS **customer** opens a GCSS account and transfers to the system assets which are available for use in providing collateral to counterparties. Such an account contains **customer** identification information, asset information, and various unilateral parameters unique to the - 18
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preferences of the **customer** . Then using the GLYI at its GCSS **Customer** Workstation, each **customer** (i.e., party) and its counterparty to a credit support agreement, creates a credit support...

...jointly entered into the relational database of the GCSS by a pair of authorized GCSS **customers** , Once entered into the system, such credit support agreement reports can be modified by the parties by way of their GCSS **Customer** Workstations with the agreement of the relevant counterparty, or terminated by either counterparty unilaterally. Thereafter, the **customers** calculate their or their counterparry net positions or credit I 0 exposure (i.e., "mark-to-market" values) with respect their counterpar..'d!s, using their current methods and algorithms. **Customers** then input to their GCSS **Customer** Workstations, their credit exposures either individually or in bulk using GCSS input screens and/or...

...exposures can be accomplished through the creation of a fixed format file created by the **customer** using a commercially available spreadsheet

program. Once created. the file can then be read by the GCSS **Customer** Workstation and then transmitted to the GCSS Database Workstation in which the relational database is...its credit exposure. or returned to a party from its counterparty, is displayed to the **customer** on the display screen of its GCSS **Customer** Workstation. Then during an optional period, each **customer** may do any one or more of things, namely: instruct GCSS by manualactuation, which particular...

...or view full details of a Credit Support Agreement I 0 Report (CSAR). If the **customer** who is required to provide assets to its counterparty does not hold sufficient assets with...

...to cover it outstanding credit exposure, then it may either transfer assets into its GCSS **customer** account by an associated clearing and settlement account, or Fedwire service. If the **customer** who is required to provide assets to its counterparty does not do so manualiv under...a shortfall of credit support assets by way of a report displayed on its GCSS **Customer** Workstation S. If on the other hand, a party has transferred an excess of assets...

...parties of a credit asset excess by way of a report displayed on its GCSS **Customer** Workstation. Thereafter, each party is given a time period within which to cure any shortfall...
...excess by manually-actuated function buttons emulated on the GUI of the GCSS I 0 **Customer** Workstation. In the event that a counterparty does not have a GCSS account, i.e...

...solely responsible and solely authorized to enter MTMs and ai!reement information for the non- **customer** counterpam. Only GCSS **customers** (i.e., members) are allowed access to GCSS and their o%krn **customer** accounts.
The Lecal Environment for the GCSS of the Illustrative Embodiment
In the preferred embodiment of the present invention, each GCSS **customer** contracts with the GCSS Operator to use GCSS services and operations. Where necessary, the CYCSS...

...GCSS are held by the GCSS Operator, subject to a single fiduciary agreement for each **customer** (i.e., "the CYCSS Fiduciary or Operating Agreement"). The GCSS Fiduciary Agreement allows the GCSS Operator to efficiently allocate assets from one **customer** to another as needed in order 21
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to meet credit support...

...for disposition of assets which cm be varied to reflect different legal requirements in the **customer** 's credit support agreement reports with its various counterparties. For example, a **customer** may have some New York Law agreements which create pledges under Article 8 of the...The information structures within the Accounts Group are identified by the following information structure titles: **CUSTOMER** ACCOUNT; ACCESS RIGHTS PROFILE,
CONTACT DETAIL; **CUSTOMER** ORIGINAL ASSET RULES, **CUSTOMER** PREFERENCE
- 22
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(i.e., PREFERENCE TABLES); **CUSTOMER** ELIGIBILITY; **CUSTOMER** CASH CORRESPONDENT; and MASTER. The information structures within the Agreements Group are identified by the following information structure titles: **CUSTOMER** CREDIT
AGREEMENT; AGREEMENT ELIGIBLE COLLATERAL; AGREEMENT PREFERENCE, and COMMON CREDIT AGREEMENT. The information structures within...

```
      18405324  NUMBER?
            13  MNEMONIC????(S)RELAT???(S)TELEPHONE(W)NUMBER?
      19310757  OFFER???
       1955243  SUBSCRIBE???
         16540  OFFER???(W)SUBSCRIBE???
S2           0  (MNEMONIC???? (S) RELAT???  (S)  (TELEPHONE (W) NUMBER?))
                AND (OFFER??? (W) SUBSCRIBE???)
?
```